



# Effective Communication



- There are about 550,000 different words in our vocabulary. Out of 500 most commonly used words, there is an average of 28 different meanings.
- People have selective hearing, selective understanding and selective retention. Meanings aren't in words, meanings are in people. Words have definitions, tone and body language and situations gives them meaning.



## Moving Forward with Direction – Leadership, Professionalism and Teamwork

- **New Title** – Moving Forward with Direction- Leadership, Professionalism and Teamwork and with a .....  
**NO FEAR OF FAILURE** factor.
- **FAILURE** merely means – Found Another Important Lesson Upon Reviewing Experience



# TEAM

- **T = Together**
- **E = Everyone**
- **A = Achieves**
- **M = More**





# EASY Script

**E** = Express how you feel but remember to use non-baggage words, words that don't have connotations which misconstrue your meaning. Feelings come first.

**A** = Address the situation. Don't begin with "Because you....." Deal only in specifics. Facts come second.

**S** = Say what you want to happen. Be specific and be reasonable. Be direct.

**Y** = Yet sometimes you just need to ask direct questions that can only be answered with a yes or no. You can make it happen!



## 7 Elements of Effective & Efficient Communication

- **Organization** – Is your communication organized? Outline key points that you want to convey.
- **Content** – Does your content keep everyone enthralled from beginning to end?
- **Delivery** – How do you deliver your message? Everything we do or say depends on the delivery.
- **Passion** – Do you show passion in what you do? No matter what the subject, you need to be a motivator!



## 7 Elements of Effective & Efficient Communication cont....

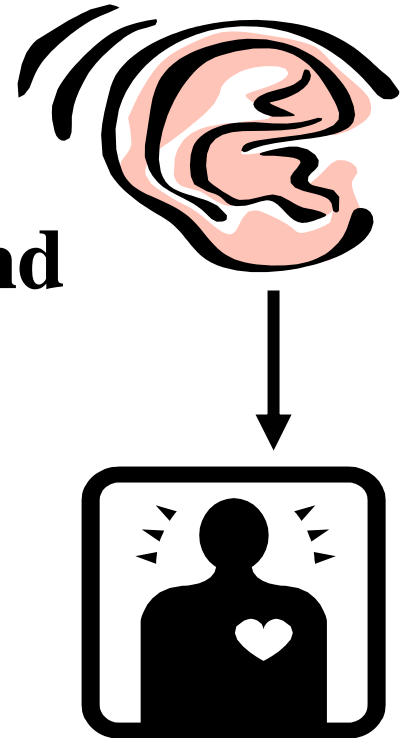
- **Timeliness** – How long does it stay in your IN BOX?  
New motto to adopt – Maximum disclosure, minimum delay.
- **Confidence** – Do you have it? If you are confident, it will make others feel that way too.
- **Investment** – How much time and effort do you put in your projects? Everyone wants to be successful – but you have to invest for that to happen.



# Be an Effective Communicator

## Listen with HEART

- **H** = Hush
- **E** = Empathy first, evaluate second
- **A** = Ask questions
- **R** = Reflect, then paraphrase
- **T** = Tone and body language





# AGENDA'S

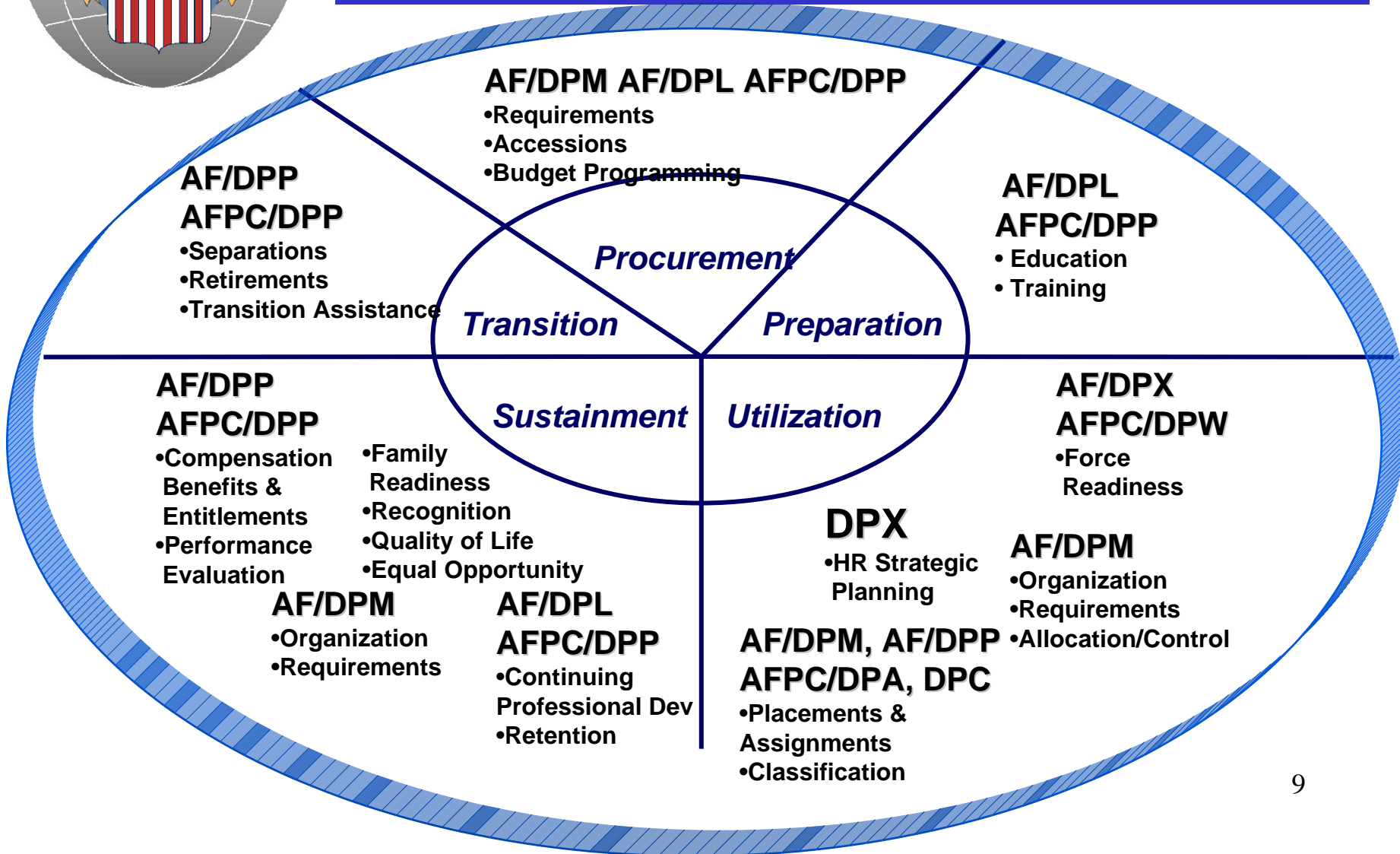
Time of Presentations - 8:30 until 11:15 a.m.

- **BUDGET**
- **BUDGET** – To discuss the reduction of funds for office supplies.
- **BUDGET** – To discuss the reduction of funds for office supplies because we are not getting as much this year. Where do we cut?
- **BUDGET** – To discuss the reduction of funds for office supplies. Less money this year - FOR DISCUSSION





# Too Busy a Chart.....





# Simple Chart.....

- *No good deed goes unpunished.....*
- *We don't cry, we make other people cry.....*
- *It's not what you can do for yourself, but what you can do for others that counts.*
- *The best way to get ahead is to do your very best.*



# Toastmasters

## **DLA'S PRESIDENT –**

**Vermella S. Belton-Saváge**

**J-6411 - Defense Logistics Management  
Standards Office**

**Telephone: (703) 767-0674**

**E-mail: [Vermella.Savage@dla.mil](mailto:Vermella.Savage@dla.mil)**

**Meets Tuesdays, 11:30 to 12:30**

**Room 3501**



# Remember.....

- **Take what you do seriously**
- **Make sure you are taken seriously**
- **Don't take yourself too seriously**
- **Improve your verbal communication by moving as quick as possible from**
- **I → You → We → Us**
- **GO AND EFFECTIVELY COMMUNICATE!**